

Welcome Aboard...

The Merrimack Valley Regional Transit Authority (MVRTA) is your public transportation service. The MVRTA serves the northeast corner of Massachusetts with over 1 million miles of scheduled bus routes.



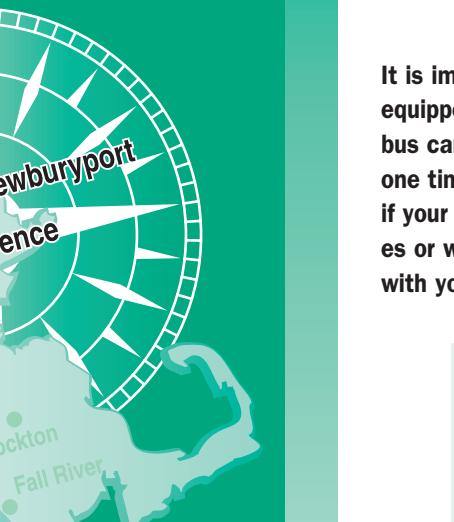
Washington Square Transit Station, Haverhill

Bordered on the north and east by the state of New Hampshire and the Atlantic Ocean, the MVRTA bus service area includes Andover, Amesbury, Haverhill, Lawrence, Merrimac, Methuen, Newburyport and North Andover. The Authority also provides service to the Lowell Transit Center for connections with the Lowell Regional Transit Authority.

At the MVRTA, we constantly strive to make your transit experience pleasant, and make sure you arrive safely and on time.

BUS SERVICE CUSTOMER GUIDE

MVRTA



For Schedule Information:
978-469-6878 OPTION 2

www.mvrtacom
Point. Click. Ride.

When Can I Ride?

The MVRTA operates Monday through Saturday. Service is not provided on Sundays or the following holidays: New Year's Day, Martin Luther King Day, Presidents' Day, Patriots' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day.

Please take the time to read the following Bus Service Customer Guide as it will familiarize you with the MVRTA and make your traveling easier.

Is There Access For Persons with Disabilities?

It is important to note that all MVRTA buses are equipped with wheelchair lifts and kneelers. Each bus can carry up to two persons in wheelchairs at one time. We may not be able to accommodate you if your wheelchair or scooter is longer than 48 inches or wider than 32 inches or if your total weight with your wheelchair exceeds 600 pounds.



Wheelchair passengers must enter from the rear entrance. Driver will operate the lift and will assist in positioning your wheelchair in close proximity to this entrance.

Service animals are allowed on all MVRTA buses.

All MVRTA information will be produced in a large print, audio tape and braille upon request.

Where Can I Get Information?

1. You may also visit the Transit Centers which serve as customer information centers where you can obtain complete schedule, route, fare information and make various types of utility payments. An MVRTA customer service representative will be happy to assist you in planning your trip.

Washington Square Transit Station
12 Washington Sq.
Haverhill, MA 01830

Buckley Transportation Center
295 Common St.
(Corner of Common St. and Amesbury St.)
Lawrence, MA 01840

2. You can also reach us by telephone at **978-469-6878** between the hours of 8:00am and 5:00pm Monday through Saturday.

3. Information is also available through traditional mail upon request to:

MVRTA Administration
85 Railroad Avenue
Haverhill, MA 01835

4. Study a Merrimack Valley Regional Transit Authority (MVRTA) system map available at transit centers and online at MVRTA.COM, to see which bus routes serve your area and where you want to go. For ease in reading the system map please note the color-coded bus routes and legend that is printed alongside the map.

Complete fare, route and schedule information is always available online.

www.mvrtacom
Point. Click. Ride.



Riverwalk, Haverhill



Lawrence General Hospital, Route 34



Newburyport Custom House, Route 5



The Loop, Route 91

How Do I Wait For The Bus?

Please wait on the correct side of the road that the bus will be traveling as defined by the schedule, as the bus approaches simply wave to the bus driver who will then stop in a safe location so that you may board the bus.

Although the bus driver will stop for customers along the route, there are certain locations that are not safe to stop and are identified as "no stop" zones on the schedules. Please make note of the "no stops" zones so that you can find an ideal location to wait for the bus.



Northern Essex Community College, Route 51, NECCO Shuttle

The number of each bus route and destination is displayed on a large sign above the windshield of each bus as well as above the top left of the entrance door.

Another customer friendly feature of MVRTA buses is the Talking Bus that designates route numbers and destinations by audio announcements at various stop locations.



Full Fare \$1.00
Senior Citizens, age 60 and over* 50¢
Transportation Disabled** 50¢
Students, ages 13-17 all day on school days 50¢
Children, ages 6-12 50¢
Children, 5 & under with an adult **FREE**
Transfers **FREE**

* A valid Medicare card may be used as proof of age to qualify for half-fare.

** A valid Medicare card may be used as proof of disability when applying for the required I.D. to qualify for half-fare.

How Do I Pay My Fare?

When you first board the bus, place the fare into the fare box. Although paying the fare with exact change is encouraged you may insert an amount that is more than the required fare.

In such a case the bus driver will prompt the farebox to issue you a change card, which will subtract the required fare and show the balance of the amount inserted. Change cards can be used towards payments of future fares aboard MVRTA buses.

It is important to note that if you qualify for a half-fare rate you must show identification and inform the bus driver of such when boarding the bus. The bus driver will then prompt the farebox to charge and accept the appropriate fare.

All transactions are administered through the farebox. It is also important to note the bus drivers do not make change or handle money in any way.

The following tables outline MVRTA fixed route fares:

Full Fare \$1.00
Senior Citizens, age 60 and over* 50¢
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31 Day Pass Full Fare \$27.00 each

31 Day Pass Half Fare \$13.50 each

20 Ride Pass Full Fare \$18.00 each

20 Ride Pass Half Fare \$9.00 each

10 Ride Pass Full Fare \$9.00 each

10 Ride Pass Half Fare \$4.50 each

All Day Passes

All-Day Passes allow one passenger unlimited rides for an entire day. When boarding the MVRTA bus simply advise the bus operator that you would like to purchase an All-Day Pass. The All-Day Pass will then be issued directly from the farebox once you deposit the appropriate fare. When using the All-Day Pass you will simply have to swipe the pass through the MVRTA farebox each time you board the bus throughout the day.

Where To Buy Passes

MVRTA 31 Day and 10 Ride passes both Full fare and Half fare passes may be purchased at the following locations:

Amesbury Alliance
5 Market Square
Amesbury, Ma. 01913
(978) 388-3178

Buckley Transportation Center
295 Common St.
Lawrence, Ma. 01840
(978) 688-8903

Washington Square Transit Station
12 Washington Sq.
Haverhill, Ma. 01830
(978) 372-3900

Northern Essex Community College
100 Elliot Way
Haverhill, Ma. 01830
(978) 556-3731

And these Market Basket Grocery Stores:

Westgate Plaza, 400 Lowell Ave. Haverhill, Ma.
Market Basket Plaza, 25 Storey Ave Newburyport, Ma.
Rivers Edge Plaza, 285 Lincoln Ave. Haverhill, Ma.
North Andover Mall, 350 Winthrop Ave. North Andover, Ma.

Boston Commuter Bus

The MVRTA Boston Commuter Bus from Andover, Lawrence and Methuen will get you to Government Center, Park Square, Copley Square and more Monday through Friday mornings with return service in the afternoon. One way fare is \$5, \$4.50 for seniors. A 10-ride commuter pass is \$40. Fixed route passes are not valid on this service.

All Day Pass Full Fare \$2.50 each

All Day Pass Half Fare \$1.25 each

31 Day Pass Full Fare \$27.00 each

31 Day Pass Half Fare \$13.50 each

20 Ride Pass Full Fare \$18.00 each

20 Ride Pass Half Fare \$9.00 each

10 Ride Pass Full Fare \$9.00 each

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What Is A Transfer?

Depending on your final destination, you may need to travel on more than one bus. As long as you are traveling in the same direction you may request a transfer from the bus driver.

In this case you need to pay your fare on the first bus you board and then ask the driver for a transfer. A transfer is provided at no extra cost to you.

While On Board

When boarding the next bus insert the transfer card into the farebox which will then display to the bus driver that it is valid, you may then take a seat and travel to your destination.

It is important to note that transfers are good only on one continuous trip to another connecting bus. They are not valid on the return trip.

Available only at the locations, which are listed below.

Andover - Old Town Hall, Doctors Park

Haverhill - Washington Square Transit Station

Lawrence - Buckley Transportation Center

Lowell - Lowell Transit Center

Bike Policy

Bicycles are allowed on buses however there are some rules that apply and they are as follows:

- Bicycles will only be allowed on buses if space is available.
- Bicycles must be secured at all times.
- Passengers with bicycles will be responsible to secure the bicycle to the wheelchair restraint system.
- A maximum of two (2) bicycles may be transported at one time.
- Passengers are legally responsible for any damage to the bus and/or any injury or damage to other passengers or MVRTA personnel that could result from the bicyclist negligence.
- All passengers under 16 years of age must be accompanied by an adult in order to board the bus with a bicycle.
- If the wheelchair restraint system is needed to accommodate a passenger who is disabled, the bicyclist must remove the bicycle and disembark the bus. In the event that this should occur, the MVRTA will make every effort to accommodate the bicyclist and if necessary reimburse the fare paid.

Proper attire to include shirts and shoes are required while traveling on all MVRTA vehicles. Ice skates, roller blades and roller skates are not permitted to be worn on the bus and if you are traveling with such items please ensure that they are secured preferably inside a bag or a backpack.

How To Get Off The Bus

When you see that the bus is nearing your destination point, you should press the signal tape that runs vertically between the windows to let the bus driver know that this is where you want to get off. Please wait until the bus stops completely before leaving your seat.

Then proceed to either the front or rear exit being sure to use the handrail when descending the exit stairs.

While On Board

The following is a set of guidelines and etiquette that we ask of our customers to help ensure that we can provide you with safe, and efficient service.

When boarding the bus please take a seat if one is available and remain seated while the bus is moving.

Federal law requires that the MVRTA designate the front seats in the area of the entrance door for use by senior citizens and persons with disabilities if they desire. We ask that you comply with this requirement.

Please listen to instructions that may be given by the bus driver.

Read informational passenger notices that may be posted on the bus. Such passenger notices are posted behind the bus drivers seat. Customer information signs that outline fares and the transfer policy are also installed on buses and run across both sides of the bus.

Lost & Found

If you have lost something on the bus, give us a call at **978-469-678** between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. You may either select option 2 (bus schedule and route information, or simply wait on the line to be connected to a customer service representative.

A customer service representative will then transfer you to the appropriate department.

If calling after business hours or on Sunday, please leave a message in the general voicemail and a representative from the appropriate department will respond to you the next business day.

The MVRTA will retain all found items for a period of 30 days.

The MVRTA is not responsible for lost or stolen articles.

State law prohibits any child to carry or other items from blocking the aisle. Please make sure that you comply with this requirement for customer safety. Please keep your hands and head inside the bus and remain clear of the opening and closing of doors.

Some Simple Rules

Please abide by the rules while on board MVRTA buses:

- Don't smoke or chew tobacco
- Don't eat or drink
- Don't play radio, CD player, or tape player
- Don't use loud or offensive language
- Don't be boisterous or push or scuffle
- Don't put your feet on the seats, seatbacks, or walls
- Don't leave trash on the bus
- Don't hang out the windows
- Don't bring animals, except service animals, on the bus
- Don't bring weapons or hazardous materials aboard
- Don't bring bulky items which interfere with the operation of the bus with the movement or comfort of other passengers

Drivers will ask customers who do not observe the rules to leave the bus. Local police assistance will be obtained if required.